

TYPES OF INTERVIEW QUESTIONS

Rapport-building Questions: Designed to begin the interview on friendly terms and to help you find common ground or interest between you and the applicant. Examples include:

- Did you get caught in that thunderstorm last night?
- Did you see the headlines in this morning's paper about the crowds at the concert?
- How was the drive from Newberry?

Informational Questions: Designed to clarify the resume, the application, and gather additional information. Often, these are close-ended questions. Open-ended questions require the applicant to elaborate more. Three examples of closed and two of open-ended follow:

- What was your major in college?
- What computer software have you mastered?
- How many people did you supervise in your last job?
- What are your feelings about supervising people?
- Describe some on-the-job pressures you experienced in your last position?

Behavioral-based Questions: Designed to get the applicant to reveal skills and temperament on the job based on their past behavior and often relate to stressful situations. Examples include:

- Tell me how you have initiated marketing projects in the past.
- Tell me what you did in a situation when you were faced with a deadline and additional demands were unexpectedly placed on you.
- Describe a time when you gained the trust of a customer when initially they were unresponsive.
- Tell me how you went about organizing your duties in your last job.

Situational Questions: Designed to set up a potential situation or problem the applicant may face in their new job. Examples include:

- If I gave you a deadline assignment while you were busy finishing another urgent problem, how would you handle the conflict?
- Suppose we had a process that was getting in the way of helping our clients-what would you do about it?
- Can you tell me of an instance when you thought it was necessary to ignore agency procedure in order to satisfy a customer?